

POSITION DESCRIPTION FOR TRAVEL ASSISTANT

BASIC FUNCTION OF POSITION:

The Executive Office is responsible for providing a full range of management and administrative services required to support the USAID/Ghana and West Africa Missions, and NPC's of more than 200 employees between (US/DHs, US/PSCs, TCNs, and FSNs. Under the general direction of the Executive Officer, incumbent is responsible for providing a full range of travel services for USAID/West Africa & Ghana Missions, including developing, organizing, and managing Mission travel requirements through a travel agency; providing informed advice to Mission staff on USG travel rules and regulations covering all aspects of travel, including on-going changes that may affect staff travel; preparation and submission of Travel Authorizations (TAs); coordination of required vehicles and scheduling pick-up and drop-off times; coordination for temporary accommodations for TDY visitors; and ensuring all travel related files contain up to date information.

MAJOR DUTIES AND RESPONSIBILITIES:

% of time

1. Management and Coordination of Travel Requirements of USAID/West Africa & Ghana. 40%

Prepare TAs for all USAID/Ghana and West Africa Mission, and NPC employees and their eligible dependents travelling on official USG business. Responsible for ensuring TAs and BTAs are prepared in a thorough and timely manner in accordance with travel regulations and approved Agency Notices and Mission Orders; prepare all annual blanket TAs for US Direct Hire (USDH), USPSCs and FSNs, entitlement travel, training, and TDYs as established by Mission directives; prepare and maintain up to date Emergency Evacuation TAs for all USDH and US Personal Services Contractors (USPSC), and other eligible staff as appropriate; coordinates hotel accommodation and/or apartments for incoming TDY personnel, based on their length of stay in Ghana; when required, make arrangements with Department of State (DoS) Motor Pool for vehicle support well in advance, and communicates hotel reservations and transportation arrangements to incoming TDY personnel; maintain chronological files of all TAs and all employee travel files that are inclusive of all relevant documents that may be required for audit purposes; advise employees on travel policies and entitlements in a wide range of travel situations, such as but not limited to; TDY travel, Invitational Travel, Home Leave, Rest and Recuperation (R & R), Emergency Evacuation, Emergency Visitation Travel (EVT), and Education Travel. As the Mission travel expert, he/she may provide advice to staff on authorized travel routes and approved modes of travel. Based on an in-depth knowledge of U.S. Government travel rules and regulations, provide authoritative guidance to USAID/Ghana and West Africa staff concerning all aspects of travel including specific information concerning various entitlements related to different types of USG authorized travel. Provide all logistical support to TCNs and PCs (accommodation/visas, conference fees, etc.) and processes payments using the assigned EXOs Travel, Credit card.

B. E2 Travel Solution Systems

35%

With the roll-out of E2 Travel Solution Systems completed, and is the Agency's mandated electronic travel system, the incumbent is considered to be the Mission expert and advocate for utilization of E2 by all staff. As the Mission Travel Assistant, the incumbent is responsible for entering travel data into E2 that will generate TAs in support of approximately 160 USAID employees. He/she will serve as the Mission E2 trainer and is responsible for training all Administrative Assistants to become proficient E2 as Arrangers, as well as training employees, travelers, and supervisors on how to initiate the TA process and informing them of their role and responsibilities in the TA and E2 process. When required, or upon request, the incumbent will assist staff who are experiencing difficulty with initiating TA requests in E2. He/she will also serve as the Mission's E2 trouble-shooter and will take the lead in resolving E2 issues locally, or with the Washington based experts. On occasion, the incumbent may be called upon to assist non-presence countries with E2 related issues and problems.

C. Liaison with Sun Life Travel

25%

Directly responsible for the coordination and liaison with Sun Life Travel Agents for travel reservations and issuance of travel tickets. He/she will ensure that the Agency's travel needs are satisfied by establishing a positive interactive working relationship with Sun Life Travel Agency and the US Department of State (DoS) Accra Management staff. He/she will review all tickets prior to issuing them to the traveler, to ensure that the agency staff are fully aware of USG travel regulations with respect to the use of American flag carriers, USG contract fares and special fares of international carriers existing for Ghana. He/she will also ensure that reservations and fare quotations reflect the best routing and costs for the USG, and that alternative routings are being explored, as appropriate.

QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- A. Education:** A Diploma in the Travel and Tourism is required.
- B. Experience:** Three to five years of increasingly responsible duties in travel, administrative/office management or related field is required.
- C. Language:** Level IV English [Fluent] is required. Incumbent must be able to communicate in an effective manner with USAID/West Africa staff. Language proficiency will be tested.
- D. Knowledge:** A good working knowledge of Agency regulations pertaining to travel and travel related subjects; must have sound knowledge of the organization, its functions, personnel and practices of the activities/staff to which service is provided. Must also have a good understanding of the local travel industry and its capabilities.
- E. Skills and Abilities:** Must be able to work independently, and be able to work closely with all Mission staff and effectively explain procedures and requirements tactfully while gaining their cooperation and understanding. Ability to use computers and standard software programs used by the USG and the ability to operate standard office equipment such as scanners, copiers and fax machines. Proficiency will be tested.